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Internal Quality Assurance Policy and Strategy

This Policy Aims:

- To ensure that Internal Quality Assurance (IQA) is valid, reliable and covers all assessors and programme activity.
- To ensure that the IQA procedure is open, fair and free from bias.
- To ensure that there is accurate and detailed recording of IQA decisions.
- In order to do this ANDYOEO Educational and Training Centre will:
- Ensure that all centre assessment instruments are verified as fit for purpose.
- Verify an appropriately structured sample of assessor work from all programmes, sites and teams, to ensure centre programmes conform to national standards and external verification requirements.
- Define, maintain, and support effective internal quality assurance roles.
- Ensure that identified staff will maintain secure records of all internal quality assurance activity.
- Brief and train staff of the requirements for current IQA procedures.
- Promote internal quality assurance as a developmental process between staff.
- Provide standardised IQA documentation.
- Use the outcome of internal quality assurance to enhance future assessment practice.

Internal Quality Assurers Will

Wear appropriate business dress

Work flexibly and efficiently to maintain the highest professional standards, observing confidentiality and Data Protection and must not behave in a discriminatory manner.

Ensure that the range of delivery used reflects the current practice.

Work in accordance with the policies, guidelines and code of conduct of ANDYOEO.

Comply with Health and Safety, Equal Opportunities, Disability, Discrimination and Data Protection legislation.

Organise and attend all standardisation meetings (minimum of two per annum)

Prepare for and be available for External Quality Assurer visits as required.

Maintain all QCF records in a Centre Portfolio i.e CVs, CPDs, Team member's details.

- Regularly monitor Centre's resources.
- Ensure communication with both management and the team is regular, informative and effective.
- Take responsibility for the security of candidate files, Assessor records and certification claims.
- Ensure that candidate progress is recorded and monitored.



IQA PROCEDURE CHECKLIST

Does the written procedure include:

- Structure of the training /assessment including roles and responsibilities
- IQAs responsible for arrangement for visiting /monitoring candidates at work placements by Assessor.
- Competence of staff to practice as IQAs and Assessors and CPD plans.
- Arrangements for informing Awarding Bodies of staff changing.
- IQA responsibilities for registration and certification including direct claims, where appropriate.
- New Assessor induction programme and mentoring arrangements.
- Contact details for all Assessors and IQAs in order to facilitate networking between Assessors and in case of emergencies.
- Counter-signature arrangements for trainee assessors and IQAs.
- Sample signatures of Assessors and IQA for reference by E.V.
- Maximum ratios of Assessors to candidates.
- Maximum ratios of IQAs to Assessors.
- Method of allocation of candidates to Assessors.
- Access arrangements by Assessors to the IQAs
- Frequency of standardisation meetings, team meetings.
- Plan/Schedule of observations of Assessor by IQAs
- Candidate support and progress tracking systems and arrangements
- Identification of special assessment requirements of candidates
- Equal opportunities monitoring arrangements.
- Evaluation /Review arrangements ,including reports to Centre Manager
- Pattern of EQA visit, if known.

IQA SAMPLING STRATEGY

In accordance with QCF framework and Awarding Body code of Practice, ANDYOEO will ensure the following:

All assessors will be sampled over a defined period of time including peripatetic assessors.

New and less experienced assessors will be sampled more frequently.

Ensure the sampling includes compulsory units and optional units.

Internal Quality Assurance is not just an 'end process' .Interim (i.e. informative) as well as summative assessment decisions would be included in the IQA samples.

Ensure that decisions made by trainee Assessors/IQAs are countersigned by qualified and experienced Assessors/IQA and included in sampling.

All work based and Specialist Assessors are included.

IQAs to make conscious efforts to sample all units and evidence overtime.



Samples of the documentations that will be used to support this strategy and provide an Audit/Evidence trail are displayed in subsequent pages.

AIMS

The aim of this strategy is to review a representative range of evidence to a depth which varies according to the competence and experience of the assessor concerned.

It is essential that the following aspects are covered:-

- all assessors over the period
- all evidence gathering methods
- all aspects of the assessment process i.e. planning/review, feedback/judgement
- all awards
- all levels
- all units over time
- all evidence types used
- all locations

IQA's are asked to sample the first unit submitted by a candidate and then follow the IQA sampling strategy. However, the IQA has discretion to sample more widely if he or she has concerns about the quality of the evidence submitted. For example, if he or she has some concerns about the quality of the second unit submitted, the third unit may be sampled and so on rather than being signed off. It is important for the IQA to distinguish between significant issues which go to the heart of a decision concerning competence and those of a more minor nature which may be viewed as 'housekeeping'. The latter would not normally be a reason for not confirming a decision but should always be fed back to the assessor.

Internal Quality Assurers are asked to vary the extent of the sample to reflect the experience of the Assessor with sampling rates varying. Trainee assessors must have all units countersigned by a qualified assessor.

Once a portfolio is submitted for IQA, this must be returned to the assessor within one week of being submitted with full feedback. When an action is set for an assessor, this should be detailed and referenced, and if required, discussed with the assessor. Any discrepancies should be discussed with the lead IQA.

In summary:

Minimum requirements – for experienced assessors (Qualified, Confident with at least 2 years of experience). RAG RATING GREEN

- a. Minimum of 25% sample per qualification
- b. Sample learners work holistically, using methods
- c. Assessment plans and feedback relating to the units being sampled
- d. A minimum of three units per award
- e. All levels included in the qualification



Usual minimum requirements – for inexperienced assessors, newly qualified assessor or assessor lacking confidence or with less than 2 years’ experience. RAG RATING AMBER

- a. Minimum of 40% sampling.
- b. Sample learners work holistically, using methods
- c. Assessment plans and feedback relating to the units being sampled
- d. A minimum of 4 units per award and more if you feel it is required.
- e. All levels included in the qualification

Usual minimum requirements – for assessors with less than one year’s experience, or identified extra support needs and new to the centre. RAG RATING RED

- a. Minimum of 60% sampling.
- b. Sample learners work holistically, using methods
- c. Assessment plans and feedback relating to the units being sampled
- d. A minimum of 4 units per award and more if you feel it is required
- e. All levels included in the qualification

Each IQA must try to follow the sampling plan they have set out on the database and update this as verification is carried out; this will be requested prior to a visit by the External/Standards Verifier.

If satisfied with the quality of the assessment decision sign off the unit and update the Record of Achievement. Place a copy of the IQA report in the file designated and lock in the cupboard.

Equal Opportunities

IQA’s must monitor Equal Opportunities practices within the workplace with regards to Access to QCF awards and assessment. Any concerns about access to assessment in any programme area must be communicated to the Lead IQA.

Roles and Responsibilities of the Internal Quality Assurers

- To operate in accordance with the OFQUAL guidelines and procedures
- To support assessors in the completion of their tasks
- To meet with assessors and other IQAs to standardise assessments
- To observe assessments of both qualified and unqualified assessors to ensure the correct procedures are being implemented. Provide feedback and identify any improvements
- To sample portfolios of evidence to check that the quality of assessments is being maintained
- To sign candidates records so that they can be passed to the awarding body for certification
- To meet with the External/Standards Verifier as required
- To advise the organisation on training needs, issues on good practice and areas of practise that need attention



- To help assessors identify training needs
- To advise about candidates with special needs
- To provide new information to assessors as it becomes available
- Ensure all records are stored correctly and meet the awarding body's requirements
- Maintain records of internal verification and sampling strategy
- To network with other quality assurers
- To be committed to equal opportunities
- To ensure rules of combination have been followed
- To ensure that unit credits meet the qualification requirements

Documents Associated with this Procedure

Name	Stored